

## **CLAIM AMENDMENTS**

### **IN THE CLAIMS**

This listing of the claims will replace all prior versions of claims in the application or previous responses to Office Actions:

1. (Previously presented) A method of providing a verbal dialog interface for a caller to an automated self-service “how to use” (HTU) call system, comprising the steps of:

grouping services or products other than the HTU call system into categories;

associating one or more HTU topics with each service or product;

storing at least one HTU dialog module for each HTU topic, such that the dialog module can be played as a voice message of HTU instructions to the caller, wherein HTU instructions are operating instructions for the service or product associated with the HTU topic corresponding to the HTU dialog module;

wherein some topics have two or more dialog modules to be played as a set, different topics having different numbers of dialog modules;

during a call from a caller, prompting the caller to name or describe a service or product or to ask for a list of services or products, and receiving a response from the caller;

in response to the prompting step, recognizing the caller’s response such that unsupported services or products are recognized and an appropriate message is played;

in response to the prompting step, if the caller asks for a list of services or products, providing a spoken list of categories and receiving a response from the caller;

in response to either the preceding prompting or providing step, determining if a response from the caller is to be disambiguated;

disambiguating the response by determining if the response corresponds to a category having more than one service or product, and if so, providing a list of services or products within that category, prompting the caller for a response, and recognizing the caller’s response;

based on one or more of the caller's responses, recognizing the caller's selected service or product;

providing the caller with a list of topics associated with the selected service or product and recognizing the caller's selected topic; and

playing to the caller the HTU instructions in the at least one HTU dialog module stored for the selected topic, such that if the selected topic has two or more associated dialog modules to be played as a set, the caller may request to have the HTU instructions in any selected HTU dialog module in the set repeated;

wherein each of the above prompting and providing steps are part of a unique dialog module associated with that step, such that each dialog module has at least one timeout process and at least one retry process.

2. (Previously presented) A method of providing a verbal dialog interface for a caller to an automated self-service "how to use" (HTU) call system, comprising the steps of:

grouping services or products other than the HTU call system into categories;

associating one or more HTU topics with each service or product;

storing at least one HTU dialog module for each topic, such that the dialog module can be played as a voice message of HTU instructions to the caller, wherein HTU instructions are operating instructions for the corresponding services or products;

wherein some topics have more two or more dialog modules to be played as a set, different topics having different numbers of dialog modules;

during a call from a caller, prompting the caller to select a service or product for which the caller desires HTU instructions, and receiving one or more service or product responses from the caller;

based on one or more of the caller's responses, recognizing the caller's selected service or product;

providing the caller with a list of topics associated with the selected service or product and recognizing the caller's selected topic;

playing to the caller the HTU instructions in the at least one HTU dialog module stored for the selected topic, such that if the selected topic has two or more associated dialog module to be played as a set, the caller may request to have the HTU instructions in any selected HTU dialog module in the set repeated.

3. (Previously presented) The method of Claim 2, further comprising prompting the caller for the caller's phone number.

4. (Original) The method of Claim 2, wherein the dialog interface is for a telephone call system.

5. (Previously presented) The method of Claim 2, wherein at least one response from the caller is analyzed using natural language speech recognition techniques.

6. (Previously presented) The method of Claim 21, wherein at least one of the steps of (a) prompting the caller to name or describe a service or product or to request a list of services or products and (b) providing a list of categories to the caller if the caller requests a list of services/products includes at least one timeout process.

7. (Previously presented) The method of Claim 21, wherein at least one of the steps of (a) prompting the caller to name or describe a service or product or to request a list of services or products and (b) providing a list of categories to the caller if the caller requests a list of services or products includes at least one retry process.

8. (Previously presented) The method of Claim 2, further comprising, in response to receiving one or more service or product responses from the caller, recognizing the service or product selected by the caller, determining whether the selected service or product is an

unsupported service or product, and playing an appropriate message to the caller if the service or product is an unsupported service or product.

9. (Previously presented) The method of Claim 2, wherein the step of providing the caller with a list of topics includes listing the topics in order of frequency of being requested.

10. (Previously presented) The method of Claim 2, wherein the selected service or product is a pricing service, and the method further comprises determining whether the caller's phone number is stored.

11. (Previously presented) The method of Claim 2, further comprising the step of prompting the caller for a survey response, after the step of playing the HTU instructions to the caller.

12. (Previously presented) The method of Claim 2, further comprising recognizing a spoken request by the caller for help, and providing help information to the caller.

13. (Previously presented) A system for providing a verbal dialog interface for a caller to an automated self-service "how to use" (HTU) call system, comprising:

a Get Service Name module configured to prompt the caller to name or describe a service or product other than the HTU call system or to ask for a list of services or products other than the HTU call system, and for recognizing the caller's response;

a Get Category Name module configured to provide the caller with a list of service or product categories, to receive a selection from the caller, and to recognize the caller's selection from the list of categories;

a Get Information module configured to provide the caller with a list of topics associated with a selected service or product, and to recognize the caller's selected topic;

Information modules for providing the caller with verbal HTU instructions associated with the selected topic, the HTU instructions including instructions for using the selected service or product; and

wherein at least one topic has more than one associated Information module, different topics having different numbers of Information modules.

14. (Previously presented) The system of Claim 13, further comprising at least one Survey module, operable to prompt the caller to speak a response to a survey question, and to recognize the caller's response.

15. (Previously presented) The system of Claim 13, wherein at least one of the modules contains at least one timeout process.

16. (Previously presented) The system of Claim 13, wherein at least one of the modules contains at least one retry process.

17. (Previously presented) The system of Claim 13, wherein at least one of the modules is configured to recognize a spoken request by the caller for help, and to provide verbal help information corresponding to that module.

18. (Previously presented) The system of Claim 13, wherein the list of topics is presented to the caller in order of frequency of being requested.

19. (Previously presented) The system of Claim 13, further comprising an Unsupported Service module configured to recognize whether the caller has requested an unsupported service, and to provide an appropriate verbal message to the caller in response.

20. (Previously presented) The system of Claim 13, further comprising a Pricing module configured to recognize a request by the caller for pricing, and to transfer the caller to a source of pricing information.

21. (Previously presented) The method of Claim 2, wherein prompting the caller to select a service or product and receiving one or more service or product responses from the caller comprises:

- prompting the caller to name or describe a service or product or to request a list of services or products;

- if the caller requests a list of services/products, providing a list of categories to the caller;

- identifying a response from the caller that corresponds to a particular category having more than one service or product; and

- disambiguating the identified response, wherein the disambiguating includes providing a list of services or products within the particular category and prompting the caller for a selection.

22. (Previously presented) The system of Claim 13, further comprising:

- a Need Disambiguation decision module configured to identify whether the caller has selected a particular category having more than one associated service or product; and

- a Disambiguation module configured to provide the caller with a list of services or products associated with the particular category from which to select.